

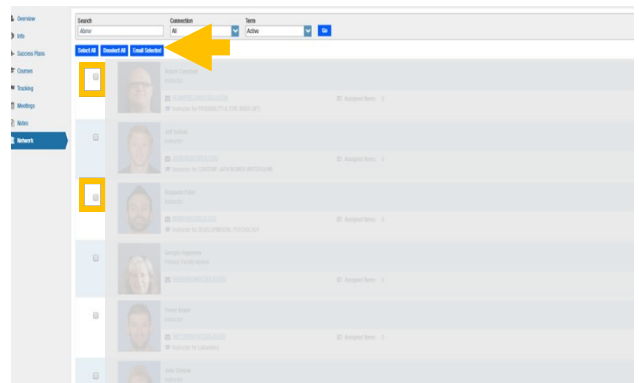
Using The Hive to Communicate with Students and Their Support Network



The Hive is designed to support connections with students in a broad way, connecting them and their support network (Faculty, Residential Life Staff, Advisors) to the tools, resources, and messages that students need.

Connecting with a Student's Support Network

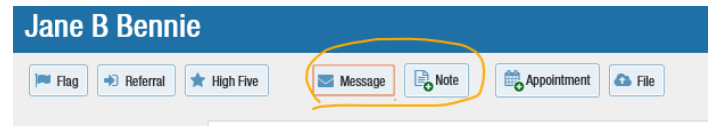
If you observe that a student is struggling but you are not ready to raise a specific Alert (flag/referral/high five), use the support network in The Hive to connect with instructors, faculty advisors, and other staff who have a connected relationship to the student. As a faculty or staff member there are times you simply want to connect with other faculty and staff in support of a student either to share brief details to contextualize why a student may be struggling, or to check in with faculty/staff to gauge if others are having similar concerns for a student. Use the “**Network**” tab to view contact information for those who are connected to a student. You can reach out to individuals or the group as a whole.



- In The Hive, search for the name of the student you are looking for, open the student record then proceed to “**Network**”
- Select the check boxes in front of those you wish to contact or click on select all to contact all members of a student's support network. Once you have made your selection, click on Email Selected

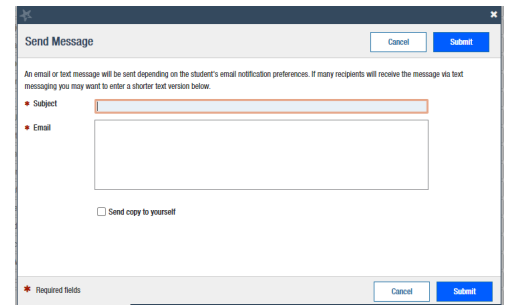
Messages will be sent via Outlook Email to the recipients and a copy of the message viewable by the sender and the recipients in the support network on the students record. *Messages are not shared/viewable on the student record by other faculty/staff in The Hive but as with all items in the system the message remains part of a shared system and is part of the student's FERPA record.*

Sending a Message to Students Via The Hive



The Hive can be used to document and keep record of communication with students. Beyond the more formal process of raising alerts (flags/high fives/referrals) there are ways to leverage “**Messages**” and “**Notes**” to add the details of direct communication between you and the student to their record in The HIVE.

Messages – Sending a “**Message**” via The Hive documents your communication by filing a copy in your view of a student's record and the student Hive message box. This provides easy access to review of all your meeting notes, communications, alerts and notes related to a student in your course or your advisees in one simple place. Messages are treated like Private Notes and are not available in the Note Tab on the student record except to the message sender. However, please remember, as with all items in The Hive, the message remains part of a shared system and is part of the student's FERPA record.



Notes – You can add a “**Note**” in support of a student and elect to “Send A Copy to Student” which results in a message being sent via Outlook. If you choose to use a “**Note**” this is still a direct message between you and the student, but a copy is viewable on the student record by others in specific roles as indicated in the Permissions box for each note type. For example, an “Advising Note” is viewable by all of a student's Advisors.

Notes add information to a file but do **not** result in a copy of a message or an alert being sent to other faculty/staff. Each note will indicate whether it is shared and who it is shared with in the blue “permissions” box at the bottom of the dialog box – when shared, those with permission can open the student record and review the Note on the Notes Tab. A few note types include: “Attendance Note”, “Course Related Shared Note”, “Faculty Advising Note”, and “General Note”. You may mark a note as Private –this will mean that the Note is no longer available in the Note Tab on the student record though, as with all items in The Hive, the Note remains part of a shared system and is part of the students FERPA record.

